



My name is _____

I handle business development for Spectrum VoIP, can I speak with the person who handles the phone and internet for your business?

Hey, my name is _____ with Spectrum VoIP, I handle the business development program. I'm calling because we have an account executive that would like to conduct a screen-share demonstrating the feature and cost benefits of a cloud-based phone solution.

Whether you are already working remote or you are in the process of coordinating, it is imperative that everyone stay unified and on the same network. We provide this through unlimited features which include “plug-n-play” and video conferencing. These are just a few of the many ways we can help your business to stay and even possibly increase productivity.

(No Pause)

- 1- If you had to take a guess, how many lines and physical phones do you think you are utilizing at your location?**
- 2- Awesome, and can all of those phones make outbound calls at the same time?**
- 3- Ok great, now do you mind if I ask who your phone provider is currently?**

(No matter what the answer is) Great, I think we may be able to save you some money.

- 4- And how much are you currently paying?**
- 5- Is that for phone, or phone and internet?**
- 6- (No matter what the answer is) Great, so what type of internet do use; do you use fiber? Ok great, our Account Executive can review your internet options with you.**
- 7- Are you guys in a contract? If so, how long do you have left?**
- 8- What is your first and last name? Are you the owner? (If it's not the owner ask for position within the company and make sure he/she can make decisions)**

9- Are you still using a fax machine or have VoIP system?

10- In case we need to get ahold of you, would this be the best number? (If they provide a new one add it to the notes and verify it numerically)

11- What is your e-mail to send an invitation of the Webinar?

12- Is this (business name) at (address)?

13- One last question. Do you provide or reimburse for cell phones for your employees?

Great, that's a lot useful information. I think you will love our platform, and you'll probably be able to save a few bucks.

14- Alright, so what would works better for you, morning or afternoon? (Then we pick the date of the appointment)

You are all set! Just a reminder that within the next 30 minutes you will receive a calendar invite, so be sure to accept so we know you received it. Thanks, we will speak with you soon!

**The key to this script is to sound authentic and not robotic when engaging with the customer. You have the ability to move slightly off script, but still capture all of this information. Be mindful of your tonality!*